2. REMARKS

In response to the above identified Final Office Action, Applicants have amended their application and respectfully request reconsideration thereof.

Amendment of Claims

Claims 1, 18, and 30-33 have been amended to emphasize that a user provides feedback for multiple transactions through a single user interface. Support for this amendment is found in the specification. Applicants believe the proffered amendments have placed the claims in condition for allowance.

Response to Claim Rejections – 35 USC § 102

Claims 1-19 and 21-33 stand rejected under 35 U.S.C. § 102(b) as being anticipated by WO 95/17711 (hereinafter Boulton).

Applicants respectfully traverse the rejection of claims 1-19 and 21-33 under 35 U.S.C. § 102(b) for the reason that Boulton et al. does not disclose each and every limitation of claims 1-19 and 21-33 of the present application.

Claim 1 includes the following limitation:

> receiving the feedback information, provided <u>by the first user</u> through the <u>single feedback interface</u>, for each of at least the first and second transactions, the feedback information being received via the communications network.

Application, Claim 1, emphasis added.

In rejecting the above limitation of claim 1, the Final Office Action points

to the following discussion in Boulton as being anticipatory:

> A method and apparatus for organizing and <u>presenting user feedback to a reviewer</u>... The feedback has been preferably arranged into a multiplicity of feedback records, each record being arranged to contain feedback information referring to the user's location or context within a product, process or service, or issue and a plurality of attribute identifiers that identify the nature of the feedback provided. ...
>
> ... The method further includes <u>displaying</u> an indication of the number of records in the combined set that included the indicated attribute identifiers.

Boulton, page 3, line 35 – page 4, line 9, emphasis added.

The above quoted text from Boulton describes a <u>presentation</u> of feedback.

Feedback is arranged in a multiplicity of feedback records that form a combined

set, each record in the set including a specific attribute identifier. Further, the

above quote from Boulton describes that the number of records in the set is also

displayed. Most importantly, the above quote from Boulton describes the

presentation of feedback to a "reviewer" who reviews the feedback and

implicitly does not enter feedback. To be sure, the above reference does not

describe the "reviewer" entering feedback. This is in contrast to the above quoted

limitation of claim 1 that requires the <u>receiving</u> of feedback information.

However, other references from Boulton describe an interface for

acquiring feedback. For instance:

> A preferred method and apparatus of the present invention <u>acquires user feedback</u> from a user relating the user's experiences in a

specified context or location. ... When an enter feedback mode command is received, such as selecting a feedback icon in a graphical user interface, a feedback record is made. The location or context of the user in a product, process, service, physical location, issue, etc. referred to by the feedback is recorded in the feedback record.

Boulton, page 3, lines 12–20, emphasis added.

The above quoted text from Boulton describes an acquisition of user feedback. User feedback is acquired from a user that is operating a graphical user interface. The graphical user interface illustrates a product, process, service, etc. The above quote from Boulton further describes that the location or context of the user in the graphical user interface is associated and recorded with the user feedback in the feedback record. Figure 2 illustrates the User/Lerner interface that is used to acquire user feedback and location or context information. Please note that the User/Lerner interface provides for entering a <u>single</u> user feedback.

Claim 1 requires a method whereby a user provides feedback information for each of at least first <u>and</u> second (or a plurality of) transactions and that this feedback information is provided on a <u>single</u> feedback interface. For example only, the Examiner is referred to Figure 11 of the present application, which illustrates a single feedback interface that displays three transactions and three feedback input areas, respectively. In contrast, the above quote from Boulton describes the acquisition of a <u>single</u> user feedback on the User/Lerner interface. Boulton does describe a <u>presentation</u> of multiple feedbacks on a single interface; however, the presentation of multiple feedback records is for the review of

feedback and, not for receiving feedback. Boulton simply does not describe receiving feedback information for multiple transactions through a single feedback interface. Boulton therefore cannot be said to anticipate the above quoted limitation because Boulton describes a single interface that acquires a single user feedback and claim 1 requires a single interface that receives feedback information for multiple transactions.

In summary, Boulton does not disclose each and every limitation of claim 1, as amended, as required to support a rejection of this claim under 35 U.S.C. § 102(b).

Independent claims 18, 30, and 31-33, as amended, include a limitation corresponding substantially to the above-discussed limitations of claim 1. Accordingly, Applicants request that the above remarks contained herein also be considered when examining these other independent claims for allowability.

As dependent claims are deemed to include all limitation of claims from which they depend, the rejection of claims 2-17, 19, and 21-29 under 35 U.S.C. is 102(b) is also addressed by the above remarks, and the amendments contained herein.

Response to Claim Rejections – 35 USC § 103

Claims 10-17, 23, and 25-29 stand rejected under 35 U.S.C. § 103 (a), as being unpatentable over Boulton in view of Official Notice of features well known in the art.

Applicants respectfully traverse the rejection of claims 10-17, 23, and 25-29 under 35 U.S.C. § 103 (a) for the reasons that the prior art references when combined do not teach or suggest all of claim limitations of the independent claims of the present application.

If an independent claim is nonobvious under 35 U.S.C. § 103 then, any claim depending therefrom is nonobvious and rejection of claims 10-17, 23, and 25-29 under 35 U.S.C. § 103 (a) is also addressed by the above remarks regarding independent claims 1 and 18.

Claims 9 and 24 stand rejected under 35 U.S.C. § 103 (a), as being unpatentable over Boulton in view of Havens (U.S. Patent No. 5,924,072).

Applicants respectfully traverse the rejection of claims 9 and 24 under 35 U.S.C. § 103 (a) for the reasons that the prior art references when combined do not teach or suggest all of claim limitations of the independent claims of the present application.

If an independent claim is nonobvious under 35 U.S.C. § 103 then any claim depending therefrom is nonobvious and rejection of claims 9 and 24 under 35 U.S.C. § 103 (a) is also addressed by the above remarks regarding independent claims 1 and 18.

In summary, Applicants believe that all rejections presented in the Final Office Action have been fully addressed and withdrawal of these rejections is
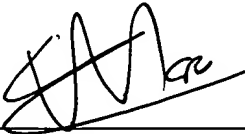
respectfully requested. Applicants furthermore believe that all claims are now in a condition for allowance, which is earnestly solicited.

If there are any additional charges, please charge Deposit Account No. 02-2666. If a telephone interview would in any way expedite the prosecution of the present application, the Examiner is invited to contact André Marais at (408) 947-8200.

Respectfully submitted,

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Dated: _____ 07/16/ , 2002

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VERSION OF SPECIFICATION AND CLAIMS WITH MARKINGS:

IN THE CLAIMS:

Please amend claims as follows:

1.   A method of harvesting feedback pertaining to transactions facilitated by

a network-based transaction facility, the method including:

        identifying a plurality of transactions associated with a first user;

        communicating user interface information to a client via a

        communications network, the user interface information including

        transaction information concerning at least first and second transactions of

        the plurality of transactions and specifying a <u>single</u> feedback interface

        facilitating user input of feedback information for each of the at least first

        and second transactions of the plurality of transactions; and

        receiving the feedback information, provided <u>by the first user</u> through the

        <u>single</u> feedback interface, for each of at least the first and second

        transactions, the feedback information being received via the

        communications network.

2.   The method of claim 1 wherein the identifying of the plurality of

transactions comprises identifying completed transactions in which the first user

participated.

3. The method of claim 2 including identifying the completed transactions as transactions in which the first user participated as a buyer.

4. The method of claim 2 including identifying the completed transaction as transactions in which the first user participated as a seller.

5. The method of claim 2 wherein the identifying comprises identifying the completed transactions in which the first user participated within a predetermined time period.

6. The method of claim 1 wherein the communication of the user interface information comprises communicating a markup language document and wherein the transaction information includes text information describing at least the first and second transactions.

7. The method of claim 6 wherein the user interface information defines a respective feedback input field associated with each of the first and second transactions via which the feedback information for each of at least the first and second transactions is user-inputted.

8. The method of claim 8 wherein the user interface information defines a type indicator via which type information, indicating a feedback type for the feedback information for each of the at least first and second transactions, is user-inputted.

9. The method of claim 8 wherein the type information indicates the feedback type as being any one of a group including positive feedback, negative feedback and neutral feedback.

10. The method of claim 8 wherein the type indicator comprises any one of a group including a collection of check boxes and a collection of radio buttons.

11. The method of claim 6 wherein the user interface information defines a respective skip indicator for each of the at least first and second transactions, each skip indicator being user-selectable to indicate whether or not feedback is being provided via the feedback interface for an associated transaction.

12. The claim of 11 wherein each of the respective skip indicators comprises any one of a group comprising a check box and a radio button.

13. The method of claim 1 wherein the user interface information defines a filter input field via which a filter criteria is user-inputted, the filter criteria being applied to the plurality of transactions to define a subset thereof for display via the feedback interface.

14. The method of claim 13 wherein the filter criteria comprises a user identifier identifying a second user associated with at least one transaction of the plurality of transactions.

15. The method of claim 13 wherein the filter criteria comprises a transaction identifier identifying at least one of the plurality of transactions.

16.   The method of claim 1 including populating a feedback data structure with the feedback information for each of the at least first and second transactions.

17.   The method of claim 1 wherein the transaction information includes any one of a group including user, item, description and date information.

18.   A method of displaying a single user interface to harvest feedback pertaining to transactions facilitated by a computerized transaction facility, the method including:

    displaying transaction identification information for each of a plurality of transactions within [a] the single user interface displayed on a display device; and

    displaying a feedback input for each of the plurality of transactions within the single user interface as displayed on the display device,

wherein each feedback input is displayed so as to indicate an association with respective transaction identification information and wherein each feedback input comprises an input field to receive at least one of text, numeric and alpha-numeric information.

19.   The method of claim 18 wherein the transaction identification information includes any one of a group including user information identifying a party to a

transaction, item information identifying a subject of a transaction and date information indicating a date associated with the transaction period

21.   The method of claim 18 wherein the feedback input comprises at least one of a plurality of user-selectable feedback options.

22.   The method of claim 21 wherein the plurality of user-selectable feedback options are presented in the form of a drop-down menu.

23.   The method of claim 21 wherein the plurality of user-selectable feedback options are type options that indicate a feedback type associated to feedback information.

24.   The method of claim 22 wherein the feedback type includes any one of a group including positive feedback, negative feedback and neutral feedback.

25.   The method of claim 21 wherein the plurality of user-selectable feedback options are presented as being user-selectable by any of a group including a plurality of check boxes and a plurality of radio buttons.

26.   The method of claim 18 including displaying a skip input for each of the plurality of transactions within the user interface, each skip input being user-selectable to indicate whether or not feedback is being provided for associated transaction identification information.

27.   The method of claim 18 wherein the user interface comprises a markup language document displayed within a browser.

28.   The method of claim 18 wherein the association is indicated by display of a respective feedback input proximate the specific transaction identification information.

29.   The method of claim 18 wherein the association is indicated by display of a graphical indication that indicates the association between the respective feedback input and the specific transaction identifier information.

30.   A method of harvesting comments pertaining to items of a network-based transaction facility, the method including:

identifying a plurality of items;

communicating user interface information to a client via a communications network, the user interface information including item information concerning at least first and second items of the plurality of items and specifying [an] a single input interface facilitating user input of comments pertaining to each of the at least the first and second items of the plurality of items; and

receiving the comments, provided by the user through the single input interface, for each of the at last first and second items, the comments being received via the communications network.

31.   A method of displaying a <u>single</u> user interface to harvest comments pertaining to items of a computerized transaction facility, the method including:

displaying item identification information for each of a plurality of items within [a] <u>the single</u> user interface displayed on a display device; and

displaying a comment input for each of the plurality of items within the <u>single</u> user interface as displayed on the display device

wherein each comment input <u>by a user</u> is displayed so as to indicate an association with respective transaction identification information and wherein each comment input <u>by the user</u> comprises an input field to receive at least one of text, numeric and alpha-numeric information.

32. A system for harvesting comments pertaining to items of a network-based transaction facility, the system including:

a search function to identify a plurality of items specified by a first user;

a display function to communicate user interface information to a client via a communications network, the user interface information including item information concerning at least first and second items of the plurality of items and specifying a comment interface facilitating user input of comment information for each of the at least first and second items of the

plurality of items, wherein the user interface information is displayed on a single user interface; and

a receive function to receive the comment information, provided through the comment interface, by a user, for each of the at least first and second items, the comment information being received via the communications network.

33.   A system for harvesting comment information pertaining to an item of a network-based transaction facility, the system including:

first means for identifying a plurality of items specified by a first user;

second means for communicating user interface information to a client via a communications network, the user interface information including item information concerning at least first and second items of the plurality of items and specifying a comment interface facilitating user input of comment information for each of the at least first and second items for the plurality of items, wherein the user interface information is displayed on a single user interface; and

third means for receiving the comment information, provided through the comment interface[,] by a user, for each of the at least first and second items, the comment information being received via the communications network.